



DELAWARE HEALTH AND SOCIAL SERVICES

Division of Medicaid & Medical Assistance

Delaware Medical Assistance Program (DMAP)

March 28, 2020

Attention: All Providers – Delaware State Medicaid Pharmacy Policies Related to COVID-19!

DMAP is working to ensure members have access to their medications in accordance to Federal and State recommendations.

Section 1.1.2.2 of the DMMA Pharmacy Policy Manual states, “Pharmacy Providers must obtain a signature and the printed name of the member or their representative upon receipt of a covered medication.”

To streamline the prescription pickup and delivery process and reduce requirements for face-to-face interactions, DMMA is temporarily waiving the requirement in the [Pharmacy Policy Manual](#), Section 1.1.2.2, to obtain a signature for all DMMA covered medications until further notice.

Pharmacists writing “COVID-19” or substantially similar language on a prescription shall be equivalent to receiving a signature.

For any additional questions, please contact our Pharmacy Services Team at 1-800-999-3371, option 0, option 1.

Providers can check eligibility using the automated voice response system: 1-800-999-3371.

Need Assistance?

- **Call Us:** Provider Services at 1-800-999-3371; Option 0, then Option 2
- **Message Us:** Secure Correspondence: Log in to the [Provider Portal](#)
- **Email* Us:** delawarepret@dxc.com - **Reminder: Do not send any correspondence that has protected health information (PHI) to this mailbox*